

PUBLIC
LIBRARY

A PLAN FOR THE RIGHT

MAIN LIBRARY

FOR THE HEART OF

RIVERSIDE

THE CORE OF A CITY-WIDE SYSTEM OF SERVICE

LEGACY

"More than a century ago, Judge John W. North envisioned a large agricultural colony centered on a settlement that had 'All the advantages which a first call Town provides'. A public library and a reading-room were the first two such advantages he sought, inviting only '...such people to join our colony as will esteem it a privilege to build them'".

*Serving Through Partnership: Centennial History of the
Riverside City and County Public Library, 1888-1988*

By Ron Baker, Local History Librarian

Approved by the Board of Library Trustees January 28, 2008

NEW
MAIN LIBRARY

Revitalized

Supportive

WOW

Cutting-Edge

Exhilarating

Grand

Open/Inviting

Inspirational

Bustling

Rich Collection

Visually
Exciting

Efficient

Flexible

Light

Cultured

Spacious

Easy to
Navigate

VISION

The Riverside Public Library is the foremost promoter of self-directed life long learning. We spark curiosity and provide tools for discovery

Riverside Public Library Vision Statement, June 1999

"As Daniel Burnham stated in the influential 1909 Plan of Chicago, 'Make not little plans; they have not magic to stir men's blood and probably themselves will not be realized. Make big plans; aim high in hope and work, remember that a noble, logical diagram once recorded will never die, but long after we are gone will be a living thing, asserting itself with ever-growing insistency.'"

Visioning Riverside: A Report from the Community
October 2002

Main Library Plan of Service 2007 – 2025

"I like to think libraries are open and inclusive. We have always been places where people who are not wealthy or more educated can come ... public institutions that believe in empowering people."

Leslie Burger, President, American Library Association

RIVERSIDE PUBLIC LIBRARY COMMUNITY NEEDS ASSESSMENT PUBLIC OUTREACH GODBE RESEARCH, 2001

Main Library

Personal priorities:

- 1. Children's Library***
- 2. Technology Center***
- 3. Information Library***

***Changes wanted: more hours,
more parking***

***Liked least: not enough books,
parking***

***Liked most: personnel,
collection***

***More: books, computers,
programs***

***According to the Riverside
County Center for Demographic
Research, the city of Riverside
is projected to grow as follows***
2010 - 300,522
2015 - 312,924
2020 - 335,468
2025 - 353,162

THE RIGHT MAIN LIBRARY: EXECUTIVE SUMMARY

PURPOSE

The Main Library Plan of Service 2007 – 2025 provides both a conceptual service plan for the Riverside Public Library (RPL) system's Main Library and an analysis of the space required to support those services for the next twenty years.

BACKGROUND

THE RIGHT LIBRARY SYSTEM FOR RIVERSIDE In 1997, the RPL system had five service points: the Arlington, La Sierra and Marcy branch libraries, the Casa Blanca service point, and the Main Library/Downtown Branch for a total 80,435 sq. ft. In 2001, the Library initiated a strategic facilities planning process for citywide library service. In 2002, the public passed Measure C by 69.03% to provide three branch libraries in three years: the Casa Blanca Family Learning Center, Eastside Library and Cybrary, and the restored and expand Arlington Branch Library. From 2008 – 2011 Riverside Renaissance will fulfill the strategic goals for branch services: by remodeling La Sierra, building the Orange Terrace Library and Arlanza Cybrary, and entering an agreement with Alvord Unified School District for joint use library to expand branch facilities to a total of 103,435 sq. ft. The final strategic goal is to provide the **Right Main Library for Riverside** for the next 20 years.

This Main Library Plan of Service is in accord with the recently adopted City of Riverside General Plan 2025 and Visioning Riverside: A Report from the Community, October 2002 reference therein (pertinent excerpts from both can be found in Appendix II).

This report is substantially informed by the *Riverside Public Library Community Needs Assessment – Public Outreach, 2001*, by **Godbe Research** (Appendix III) and the Riverside Public Library Conceptual Building Program, 2006 by William Sannwald. Other documents which have guided the report include: *Citizens' Community Congress*, September 2003, *General Plan Technical Advisory Committee*, April 2003, *Riverside Municipal and Community Archives Assessment Report*, 2007 by Dan Lewis.

SUMMARY

The Main Library Plan of Service includes a narrative overview of the Main Library's contemporary role within the community, service plans for the four divisions of the Library: Adult and Business Services, Local History and Special Collections, Youth Services and Programs and an analysis of the space in which to provide them.

The Plan anticipates service for a population of approximately 354,000 by 2025. A flexible space of 123,900 sq. ft will be required to meet the community's library service needs. The community expects the **Main Library** to provide a broad range of information services and programs for its diverse constituencies.

The Main Library proposed here will be: an anchor to downtown commercial development and a visual magnet compatible with the surrounding historic resources; a literary and downtown cultural institution with links to other cultural institutions; an adaptable and flexible technology center; the central library, the premiere reference center and community memory for the city as a whole and the branch library for the Downtown Neighborhood.

It will be a comfortable, safe and secure place to linger, relax, gather and connect technologically, to find a quiet retreat, a meeting place with programs and materials that inform, inspire and simulate: a *Third Place*.

	<p>ADULT SERVICES AND PROGRAMS The library is the foremost provider of self-directed life long learning</p> <p>BUSINESS SERVICES AND PROGRAMS Help customers manage their lives and businesses for greater success</p> <p>YOUTH SERVICES AND PROGRAMS Provides reading readiness, learning to read, reading to learn and reading and writing proficiency from infancy through the teens. Components include:</p> <ul style="list-style-type: none"> • <u>Early Learning Center</u> with developmentally appropriate books, toys, and programs. A place where young families can connect. • <u>Children's Room</u> where parents and their children, and independent readers can find stimulation and fun with materials in many languages through age 13, programs and activities for audiences up to 200 children, and age appropriate technology • <u>Teen Services – TEEN SPACE</u> is an open and welcoming comfortable place for spending time with peers with technology access and training, engaging programs, connections to community opportunities, online homework help and materials to support school assignments <p>SPECIAL COLLECTIONS AND LOCAL HISTORY Special Collections and Local History began to be amassed prior to the incorporation of the City when it was not just a lending library but the only institution of higher learning within the region. It contains not only irreplaceable archival collections but also some of the finest publicly accessible Western Americana, Californiana, art and architectural history and children's literature in Southern California. It is the memory of the community. These are often irreplaceable materials and are therefore non-circulating. They require a higher level of security, environmental control, processing and staffing and thus more space than typical circulating materials.</p> <p>SPACE RELATIONSHIPS, ADJACENCIES AND SQUARE FOOTAGE ANALYSIS Based on the above plan of the service, this report proceeds to analyze the square footage needs of the Main Library. It first addresses the important functionality issues of providing these services in the most time and space efficient ways possible. It also takes into account such critical issues as ADA access, security, customer safety and comfort, technology demands and flexibility potential growth. An 1.43% non-assignable space requirement has been factored into the final equation as has the potential benefits of compact shelving for non-circulating materials. It does not consider compact shelving for popular materials, as this approach would be counter to the community's desires.</p>
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MAIN LIBRARY FOR 2025 OVERVIEW

GENERAL PLAN 2025 OBJECTIVES:

"Libraries provide communities with diverse resources and services. Libraries preserve culture and history and transmit them from one generation to the next. They also provide social settings for community activities, support of formal education, and provide opportunities for individuals that can last a lifetime."

"An expansion of the Main Library is in the planning stages to increase the Library by 40,000 square feet. Today it holds more than four hundred fifty thousand items. Visitors can browse the traditional collections or access collections via the Internet on the many available work stations. The Main Library also hosts performances and other community meetings in its meeting room."

VISIONING RIVERSIDE: A REPORT FROM THE COMMUNITY OCTOBER 2002 (Referenced in General Plan 2025)

"Expand and modernize the City's public library system ensuring that it becomes premier information and learning resource for the entire city easily accessible from all neighborhoods"

"Establish a library learning center in all city neighborhoods"

"Promote the use of the public library system as a key element in the provision of citywide after-school programs"

CITIZENS' COMMUNITY CONGRESS 9/2003

"We need more youth-oriented facilities, especially after-school activities and programs in the Downtown."

THE MAIN LIBRARY FOR 2025

The 61,420 sq. ft. Main Library, designed to hold three hundred thousand items, was opened in 1965 to serve a city population of 88,418. The Main Library Service Plan for 2025 anticipates service for a population four times that number by 2025. To provide that service will require a 123,900 sq. ft. Main Library

The LIBRARY is

- A free public center for self directed life long learning
- The quintessential institution for democracy

Why LIBRARIES do what they do

- For the health of the public
- The library in a community is used as a rating factor for livability studies
- To glory in books, yet stand prepared for unforeseen advances in how information is communicated and stored

The MAIN LIBRARY within a library system is

- A catalyst for local economic development initiatives that focus on people and quality of life
- A downtown cultural institution with links to other arts and cultural institutions
- The keeper of the community memory
- Architecturally compatible with the historic downtown and a visual magnet to draw users
- The provider of central services to support the entire library system
- The branch library for the Downtown Neighborhood
- Appeal to downtown workers on a tight schedule
- The provider of a broad range of information services and support for diverse constituencies
- Welcoming and easily accessible for people of all abilities

"Openness, permeability, accessibility: these seem to be the characteristics driving the design not only of the library's public spaces but also its service points. ..More customer service approach than a cold-war approach.... Perhaps the existing notion of a library type, usually associated with the archetypal Carnegie library or the Boston or New York public libraries, is inappropriate for the contemporary roles and functions of the institution."

The New Downtown Library by Shannon Mattern, 2007

ADULT SERVICES & PROGRAMS

GENERAL PLAN 2025

Specific Planning Objectives & Policies

Objective ED-5: Ensure that the library system remains a premier information and independent learning resource for the Riverside residents and a complement to formal education.

Policy ED-5.1: Provide ample and convenient library facilities.

Policy ED-5.2: Outreach to the community to assess, select, organize and maintain collections of materials and information sources of value desired by the community.

Policy ED-5.4: Encourage joint exhibits and functions between the Central Branch [Main Library] of the Riverside Public Library, Riverside Municipal Museum and the Museum of the Mission Inn Foundation.

*Policy AC-2.4: Use community facilities (e.g., parks, schools, community centers, churches, senior centers, **libraries**) to increase opportunities for visual and performing arts throughout the City.*

Policy PF-8.3: Expand development of cybraries.

ADULT SERVICE ROLES

- Community information center and keeper of Riverside's memory – Premier Local History and Special Collections
- Library for all of Riverside with the premiere reference collection in the Inland region with experience librarian navigators
- Center for literary arts and culture
- Community gathering place and forum with democratic access

COMFORT

- Place where people linger, relax and enjoy: a Third Place
- Easily browsable collections
- Comfortable, abundant reader seating with power and wireless access
- Wayfinding signs and tools to help customers navigate
- Quiet places for readers and group meeting spaces
- Flexible programming space
- Friends book sale shop
- Safe and secure
- Clean and accessible restrooms
- Space for affiliates and supporters

TECHNOLOGY AND COLLECTION

- Up-to-date technology accessible from outside the building 24/7
- Library Service Stations which allow customers to access help where needed
- Self service whenever possible with knowledgeable and friendly staff to guide and enhance experience
- Appointments for detailed, extensive reference needs
- Technology classes, library tours and orientations available with individual instruction as needed
- Rich collections in all formats and media
- More databases and electronic resources
- Balance between analog and digital information
- Workforce, employment resources and business resources for economic health
- Personnel health and development resources

BUSINESS SERVICES & PROGRAMS

The number of small businesses in California has risen to nearly 3.6 million, from 985,846 in 2001. In Riverside there are over 15,500 licensed businesses.

“Small business resources and programs are lowering barriers to market entry. One of the biggest traditional barriers to small business has been the access to current and comprehensive business products, supplier, and financing data. Libraries are the source for new online business databases that reach entrepreneurs around the clock. Researchers find that when libraries work with local and state agencies to provide business development data, workshops and research, market entry costs to prospective small businesses are reduced, existing businesses are strengthened, and new enterprises are created. Libraries are also in the vanguard, trying new strategies. The Columbus Public Library (OH) is working with a regional agency to provide business plan development seminars. In Brooklyn, the library hosts a business plan competition with a seed money prize. In Phoenix (AZ), the public library is part of a statewide network of business, economic development and library professionals who are seeking to expand and diversify the economic base by promoting more synergy among clusters of enterprises. Again, in this arena library resources and training facilities are reducing operations costs for other local agencies, and broadening those agencies’ access to more people needing small business assistance. Overall, the community has more resources to support a strong small business sector.”

Making Cities Stronger:
PUBLIC LIBRARY
CONTRIBUTIONS TO LOCAL
ECONOMIC DEVELOPMENT

Business Services Vision

The vision of the Business Services section of the Riverside Public Library is to help members of the community run lives and businesses for greater success.

Purpose

Riverside Public Library’s business services program helps people meet their business goals: write a business plan; conduct industry research; market potential customers; find background information on new clients or competitors; look for a new career; or provide free business programs.

The Riverside Public Library Business Services Program provides

- Books and online materials for businesses to succeed
- Networking opportunities to partner with local businesses and educational institutions
- Workforce, employment and business resources for economic health

Free training, seminars and workshops such as: More than two each month

- How To Start and Finance a Small Business
- How to Write a Business Plan
- Power of Motivation: Bringing Out the Best in Others
- “Clutterology”: Eliminate clutter in your life and get organized
- Marketing Your Small Business
- Introduction to Small Business Resources
- Cashing In on Great Ideas: Workshop for Inventors, Innovators, Entrepreneurs and Small Business People
- Networking: Schmooze or Lose - Drop the Sales Pitch and Gain New business
- Financial literacy: home loans, investments, student loans, etc., even if it is your first time

“Really great info! I am amazed that it is free!”-- Business of Being and Artist, participant evaluation

YOUTH SERVICES & PROGRAMS

<p>GENERAL PLAN 2025</p> <p><i>In addition, Riverside's unique educational resources include a public library system and municipal museum. Together with several other specialized museums, these agencies compose the Downtown Museums and Library Consortium [Now the Riverside Cultural Consortium]. This educational wealth located in one city is found in few communities across the nation.</i></p> <p><i>Riverside must focus on providing greater investments in education but also recognize that this is a community-wide responsibility, requiring partnerships among the school, local government, libraries, museums, businesses and parents.</i></p> <p><i>Policy PF-8.3: Expand development of cybraries.</i></p> <hr/> <p>VISIONING RIVERSIDE: A REPORT FROM THE COMMUNITY OCTOBER 2002 (REFERENCED IN GENERAL PLAN 2025)</p> <p><i>"Promote the use of the public library system as a key element in the provision of citywide after-school programs."</i></p> <hr/> <p>CITIZENS' COMMUNITY CONGRESS 9/2003</p> <p><i>"We need more youth-oriented facilities, especially after-school activities and programs in the Downtown."</i></p>	<p>YOUTH SERVICES & PROGRAMS</p> <p>CHILDREN'S PLACE</p> <ul style="list-style-type: none"> • Space where families can share positive time together, learning, without cost • Friendly place for parents wanting stimulation and fun for their children • Materials for all ages through age 13 • Materials to support school assignments • Knowledgeable, well-read staff that excite kids about reading and books (Summer Reading attracts more than 5,000 kids) • Online homework help • Meeting space and resources for Home School families • Tours for schools, scouts and other groups • Fun after school activities with arts, crafts, stories, cooking, and book clubs • Space to prepare activities and store supplies and materials • Space for teen community service workers to work • Space to provide homework help after school • Technology linked to local schools teachers and curriculum • Community service opportunities for youth who learn pre-employment skills • Materials in several languages • Regional Science Faire and History Day project resource center • Outstanding collection of Children's Book Week posters dating from 1926 <p>EARLY LEARNING CENTER</p> <ul style="list-style-type: none"> • Developmentally appropriate books, programs, toys, and computers • Place where young families can connect with one another socially • Story time space to hold 75 (Currently toddler and preschool average more than 60 kids per week and Baby Story Time 45-55 per week Main Library) <p>TEEN SPACE –THEIR <i>THIRD</i> PLACE</p> <ul style="list-style-type: none"> • Open, safe, out-of-school, space "to hangout" with peers for free • Welcoming, warm, comfortable design for the age group • Special programs: 461 teens participated in first Summer Reading Program, 2007 • Technology access and training especially for teens • Targeted programs for personal growth and interests • Connections for community services, activities and opportunities • Staff interested and available to listen—another adult in their life • Online homework help • Space for homework help program • Grade appropriate materials to support school assignments
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SPECIAL COLLECTIONS & LOCAL HISTORY

THE COMMUNITY'S MEMORY

"What we know of the past we know because of Libraries. The great ones of the world ... are the true cairns of the human path of civilization" by Rob Davis, D Magazine.

"Founded in 1870, Riverside is one of the most historically significant cities in Southern California. Riverside has been described as the birthplace of citriculture and agri-industry by California historian Kevin Starr – part of the largest such region in the world in the 1930s. Its rich and complex water history is also of vital importance to understanding the development of the arid west. Its archaeological and cultural history also.

Riverside has been, and remains, the subject of scrutiny and interest by authors, journalists and historians as wide-ranging as Joan Didion, Harrison Gray Otis, and the aforementioned Kevin Starr. The city's history also remains of interest to vocational and avocational researchers, in the form of its local history content. However, it's also important to note that a number of collections speak to a larger national and international audience. Both types of collections – those of local history interest and those that might be of use to a wider audience – require description, publicizing, centralization, and a variety of other elements to maximize their potential."

Riverside Municipal and Community Archives Assessment Report, by Dr. Daniel Lewis, Hunting Library 2007

SPECIAL COLLECTIONS are non-circulating and often irreplaceable materials. As such they require a higher level of security, environmental control and staffing different from those dealing with circulating collections.

Many Special Collections materials may be stored in locked cases monitored for appropriate temperature and humidity levels. Open stack materials must be located so only staff can gain access. Shelving must be at least 15 inches deep to accommodate the archival and other Special Collections materials.

Customer access to materials must be provided by staff for use in a well lit reading room completely visible from a staff work station. There can be no obstacles to direct line of sight. Locked cases materials should not be in this public area but in an adjacent secured area. Easily accessible supporting reference materials should be in the reading room.

Security must extend to storage, adjacent processing, exhibit preparation and staff work areas. Archival and manuscript materials take longer to process than bound volumes. Adjacent work areas with computer access must be sufficient to organize materials and input information into finding aids, accession lists and administrative forms.

Material should be displayed to inform the public of the extent of the collections and their availability but not for extended periods of time. Exhibit cases may be installed in the Special Collections and Local History reading room.

ADJACENCIES are critical for efficient use of staff and space. Major processing: Should be next to the staff reference area to assure efficient use of personnel, oversight of the reference area and with flexibility to deal with current and unforeseen technological advances. Caution: modern technology provides improved access, but does not preserve the collection.

Receiving: The loading dock and/or elevator on which new materials arrive should be next to the processing area and to the collection stacks.

ENVIRONMENTAL CONTROLS in all special collection areas: Processing, storage, exhibit prep., reading room, will require appropriate environmental controls, separate from the staff areas.

These collections are not static entities. They will grow in accord with the collection development policy. In the case of local history, with the growth and maturity of the region covered by the collection.

CWA, Archival Consultant, Chuck Wilson, Principal

Area and Service Adjacencies

“As library planners attempt to create spaces that facilitate patron access to a variety of media, they also need to accommodate patrons with different access plans and learning goals. A library building has to serve patrons who come to browse and those who come to the library with specific book, magazine or audio recording in mind. The Library is equally responsible to patrons who come to the library seeking knowledge and those who come seeking information.”

“How we attend to different media and how library architecture can support those varied conditions of attendance is significant. Yet we also need to create spaces that facilitate the use of multiple media, perhaps even the use of multiple media simultaneously.”

“New staff spaces in which librarians enact their roles as librarians are embodiments of librarian’s preconceived professional identities.... In Seattle’s case, the design team, administration, and staff collaborated in designing a library building that would challenge the staff to develop new modes of service that better serve the patron, while allowing staff to retain the expertise by which they define themselves.”

The New Downtown Library, By Shannon Mattern, 2007

SPACE RELATIONSHIPS, ADJACENCIES

Space relationships and adjacencies are essential elements of library design. Ideally space relationships provide a balance between functionality for the staff, and for customer appeal and convenience. Adjacencies in the library describe how each specific space should relate to surrounding spaces. These goals can be met by recognizing that space relationships and adjacencies necessarily relate to the particular floor where specific spaces are located, as well as to their location on a particular floor. In addition, it is important to establish sight lines that facilitate the supervision and control of library space.

A noisy and bustling entry space, customer services, retail, meeting rooms and auditorium, for example, should be removed from study areas requiring calm and quiet

The children’s area should be adjacent albeit disconnected from space catering to teens

Library customers should be able to quickly find popular materials

Reference materials requiring staff assistance should be adjacent to help desks

Special Collections including local history which are non-circulating and often rare and valuable should be in their own secured area adjacent to their own processing and exhibit fabrication area

The movement of people, materials and equipment should be as convenient as possible, and in the case of materials and equipment not cross public areas. Receiving, processing, sorting and distribution areas should be designed and located for efficiency, security and staffing consideration.

Space configurations should be flexible in design to meet unforeseen technological advances, changing trends and room for growth.

SPACE ANALYSIS SUMMARY

CURRENT STANDARDS IN LIBRARY SERVICE

The Public Library Association (PLA), a division of the American Library Association has moved away from standards, and instead believes that each community is unique and must determine the size of library building by determining the community needs, preparing a library program to meet those needs, and calculating how much space is needed to support the program.

DETERMINING THE SIZE OF THE MAIN LIBRARY FOR 2025

The existing Main Library provides 61,420 square feet of space on three floors.

In determining the size of the expansion to the Main Library, there are three guidelines that are helpful: Standards, Benchmarking and Programmatic Need.

The foregoing narrative proportion of the Main Library Plan of Services 2007 – 2025 outlines the Programmatic Needs. Below are the Standards used to assess space needs. Benchmarks follow.

With a population of nearly 300,000 people, both PLA's and the City of Riverside's standard calls for a total library space of 210,000 square feet. With the existing base of libraries and library branches expected to open in the near future, the City will have total library space of 110,695. Based on both the Public Library Standard and the City of Riverside's adopted standard, the Riverside Public Library lacks 99,305 sq. ft. at present.¹

The anticipated Riverside city population growth for the next 15 years is +53,000 (Riverside County Center for Demographic Research). Riverside is poised at the optimum time to design the best public library space for the future. With guidance from the Blue Ribbon Task Force I recommend to the BLT:

1. *Design smart space making the most of what space is already available and adding only what is necessary*
2. *Take into consideration the usage impact of the 3 new branch libraries when completed and operating for 18 months in the year 2013*
3. *Take into consideration the trends in library usage*
4. *Direct library staff, with the guidance of expert consultant, to research what type and how much additional space is required to deliver these library services:*
 - *Youth programs including storytimes, homework assistance, multimedia*
 - *Adult programs including literary, live performance, business reference*
 - *General public services including home delivery, local history, genealogical research, online databases, print collections, remote access²*

Foot Notes:

1. *Square foot update to more accurately reflect current to date – 3/24/08*
2. *Barbara Custen, Library Director, Presentation to BLT, 3/24/08*

Proposed Space Needs – Direction from Board of Library Trustees

Library Management Staff

03/21/08

Space	Space Includes	Square Footage	Priority	Comments
SERVICE POINT Lobby	Building directory, security checkpoint, events kiosks, display case space, welcome desk, restrooms and drinking fountains, lost and found, flat panel LCD screen	2,500	Essential Display space and events info should be well inside front door, according to workshop staff attended.	May not need a welcome desk – one more desk to staff without the staff Busy lobby should be removed from any nearby study or seminar rooms Could also be used for very small café/cart/kiosk
Community Café	Service counter, seating, and storage	900	Optional ↓	Could be outside area
Community Auditorium	300 fixed seats, stage, media control room, storage, warming kitchen, staging workroom	4,070	Optional ↓	Could be less than 300 seats Should the warming kitchen be next to auditorium or the conference room? How far apart will these be?
Community Gallery	Community Gallery	1,500	Optional ↓	
Community Conference Center	Small conference room (200) and medium conference room (600) and a larger conference room (800)	1,600	Optional ↓	Possibly create another level on top of Main Library. The average attendance for business programs is 25-30. I anticipate this number to grow (maybe double?)
SERVICE POINT Circulation/ Customer Relations	Circulation desk, self check out equipment, automated payment machines, circulation workroom	1,200	Essential	Ideally circulation desk and workroom should be adjacent
Multi-purpose Room	Flexible space with kitchen/pantry and partitions to divide the room into smaller units Lockable to separate entrance	2,500	Essential	Conference room will be 400 sq ft bigger than current auditorium. We do need a space big enough for staff meetings. Desirable to be adjacent to lobby with a separate entrance and restrooms that could be isolated from rest of library
Study Rooms	Individual and group	1,000	Essential See comments	Nine or ten rooms of varying sizes for individual and group study – some study rooms are also planned in the teen area
Friends Gift Shop	Self contained, lockable area with room for cashier, display and book sale shelving, small office, ancillary merchandise storage, and adjacent workroom with shelving	2,000	Essential ↓	Friends have asked for 1,000 sq. ft. retail space and 200 sq. ft. for workroom space – possibly a better combination would be 750 sq. ft. for retail and the rest for storage and sorting. Adjacent to elevator.
Adult Book Collection 220 readers seats	Fiction, non-fiction, large print, genealogy, music scores, federal and state government documents, world languages, periodicals, reader seats (40 tables, 40 individual hot seats that are wired for power with wireless access and 20 lounge seats) and 55 technology stations	26,000	Essential ↓ see comments (Genealogy is listed as 2,102 sq ft)	5ft stacks on floor 7ft stacks on wall perimeter Compact shelving on part of lower level

SERVICE POINT Reference/ Technology Center 79 readers seats	Reference collection, microfilm/fiche cabinets, reference desk, shelving, readers seats (6 index tables and 10 table and 15 individual hot seats that are wired for power with wireless access), reference workroom, technology stations (see adult book collection)	6,000	Essential	We currently have 16 index tables and 36 table seating Reference desk, workroom and reference collection should be adjacent OPACs with reference databases adjacent to the Reference desk. These will need attention from the desk staff
SERVICE POINT Local History and Special Collections (includes local documents) 12 readers seats	Staffed, secured monitored public reference space for 12 researchers, 2 technology stations, secured area for processing and exhibit fabrication; includes cage and locked case materials	6,350	Essential	Limited to archival needs; separate processing; workroom with sink Shelving is based on 15" deep, 7' high archival cantilever shelving, arranged back to back with 3.75 aisle clearance. Genealogy should be adjacent to Local History
Multi Media Collection 10 readers seats	All media formats – future to include downloadable books and less video and include 10 readers seats as listening and viewing stations	2,000	Essential	AV collection should be easily accessible by the public from the nearest entry Close to lobby because of noise factor
SERVICE POINT Teen Space 102 readers seats	Young adult circulating, periodicals, readers seats (10 tables, 12 individual hot seats that are wired for power with wireless access and 10 lounge), 20 technology stations, homework center (with 10 tables) with 2 small and 2 medium study rooms, flat panel LCD screen	4,018	Essential ↑ see comments	Assumes 5 ft. shelving stacks Teen space should be adjacent albeit disconnected from the children's space Homework area would ideally be located between children's room and teen space
SERVICE POINT Children's Room 74 readers seats	Service desk, children's book collections, periodicals, readers seats (15 tables, 4 individual hot seats that are wired for power with wireless access and lounge seating for 10), 10 technology stations, display case, early learning center, story/craft room adjacent to children's room, restrooms, office, workroom and preparation room, storage	13,000	Essential ↑ See comments	Assumes 5 ft. shelving stacks Adequate wall space to accommodate all the NLW posters Dorothy Daniels locked case materials located to this area
Administration/ Staff Areas	Administrative offices and conference room for 12, walk-in vault, Foundation office, Inlandia office, 4 Senior Librarian offices,	3,500	Essential ↑	

Access Services/ Staff Areas	Cataloging, processing, mending, acquisitions, mail sorting, donations sorting, receiving, IT server room, access services office, technology workroom, secure storage for new collections, surplus area, staff lounge and lockers	8,500	Essential ↑ See comments	IT server room and technology workroom need climate control and adjacency and should be adjacent to freight elevator
Building Support (non-assignable)	Custodial, security, secured parking for Storymobile and delivery van, restrooms and drinking fountains for public on every floor, staff restrooms, staff lockers on each floor, supply room, mechanical room, telecomm room & electrical room	X 1.43	Essential	
Total 497 readers seats		86,638 X 1.43 = 123,892		

Main Library Comparisons of Square Footage

Updated 03/21/08

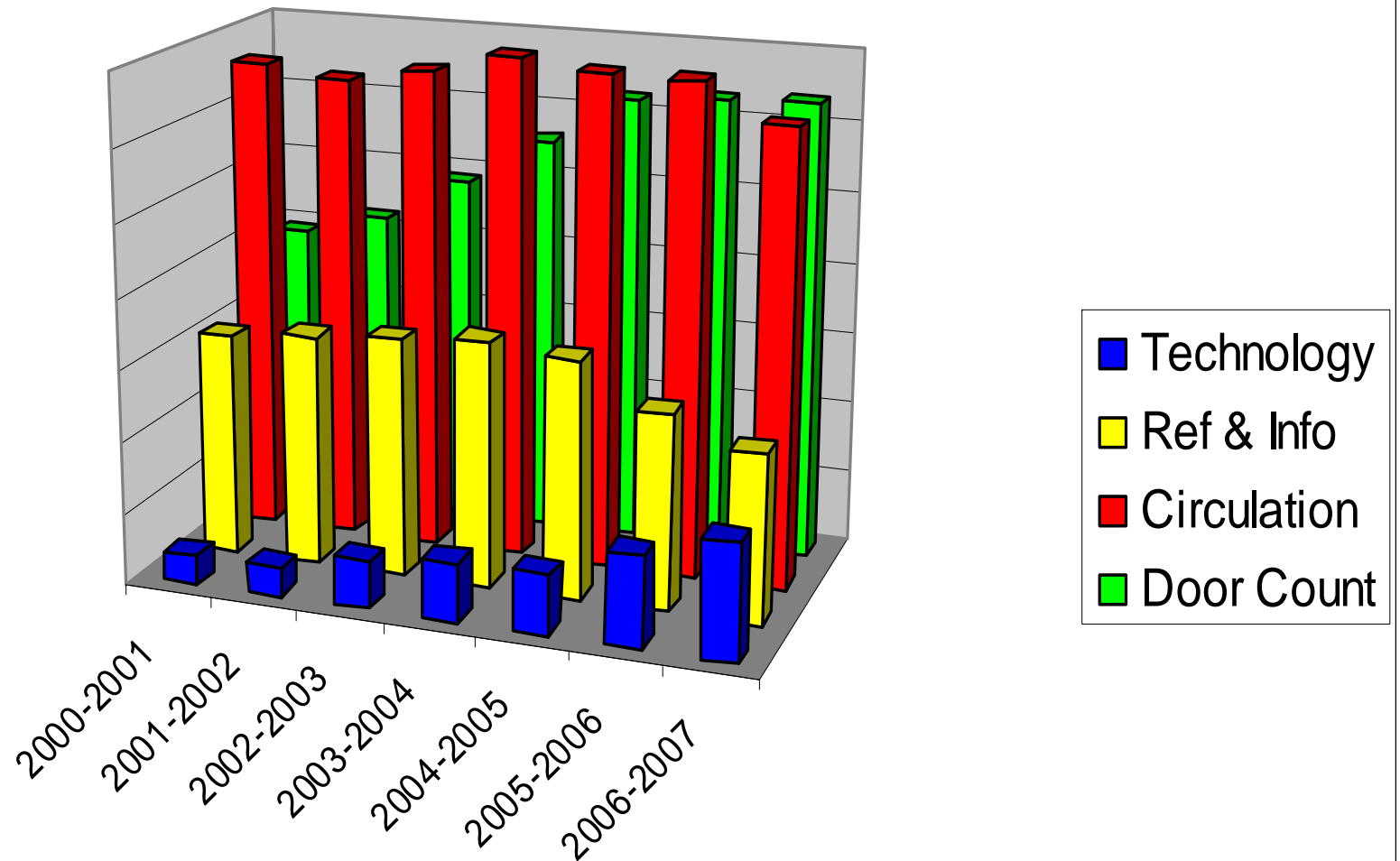
		Current Sq. Ft. (2007)	Staff Recommended Sq. Ft. Library Only	Pfeiffer Sq. Ft. Library/Museum Co-located	Sannwald Sq. Ft.
Main Library Area	Area Included				
Lobby	Entry		2,500	2,240	350
	Circulation		1,200	1,070	1,608
	Gallery space		1,500		
	Café		900		
Lobby	Total	2,270	6,100	3,310	1,958
Community	Fixed Seat Auditorium	2,250	4,070	3,570	
	Multi-purpose Room		2,500		
	Conference Rooms	615	1,600	2,500	
	Study Rooms		1,000		
	Subtotal	2,865	9,170	6,070	4,196
	Friends Book Sales	330	1,000	200	
	Friends Workroom	525	1,000	520	
	Subtotal	855	2,000	720	2,797
Community	Total	3,720	11,170	6,790	6,993
Adult Sections	Fiction	3,670		8391	11,189
	Non-Fiction	10,173		14,051	11,329
	Periodicals	4,610		122	2,797
	Genealogy	522		184	3,497
Adult	Total	18,975	26,000	22,748	28,811
Reference	Reference/Technology	5,331		3,447	6,294
	Business Resources	300			2,448
	Government Docs				1,958
Reference	Total	5,631	6,000	3,447	10,699
Special Collections	Total	2,050	6,350	2,306	3,497
Media	Total	2,150	2,000	1,388	1,748
Young Adult	Total	2,370	4,018	3,618	979
Children's	Total	3,475	13,000	9,521	7,203
Administration	Administration/ Foundation/ Inlandia	2,180	3,500	2,700	4196
	Staff Lounge	745	800		839
	Access Services	1,526	7,700	2,000	2797
	Misc. Administration	2,000			

Main Library Plan of Service 2007-2025

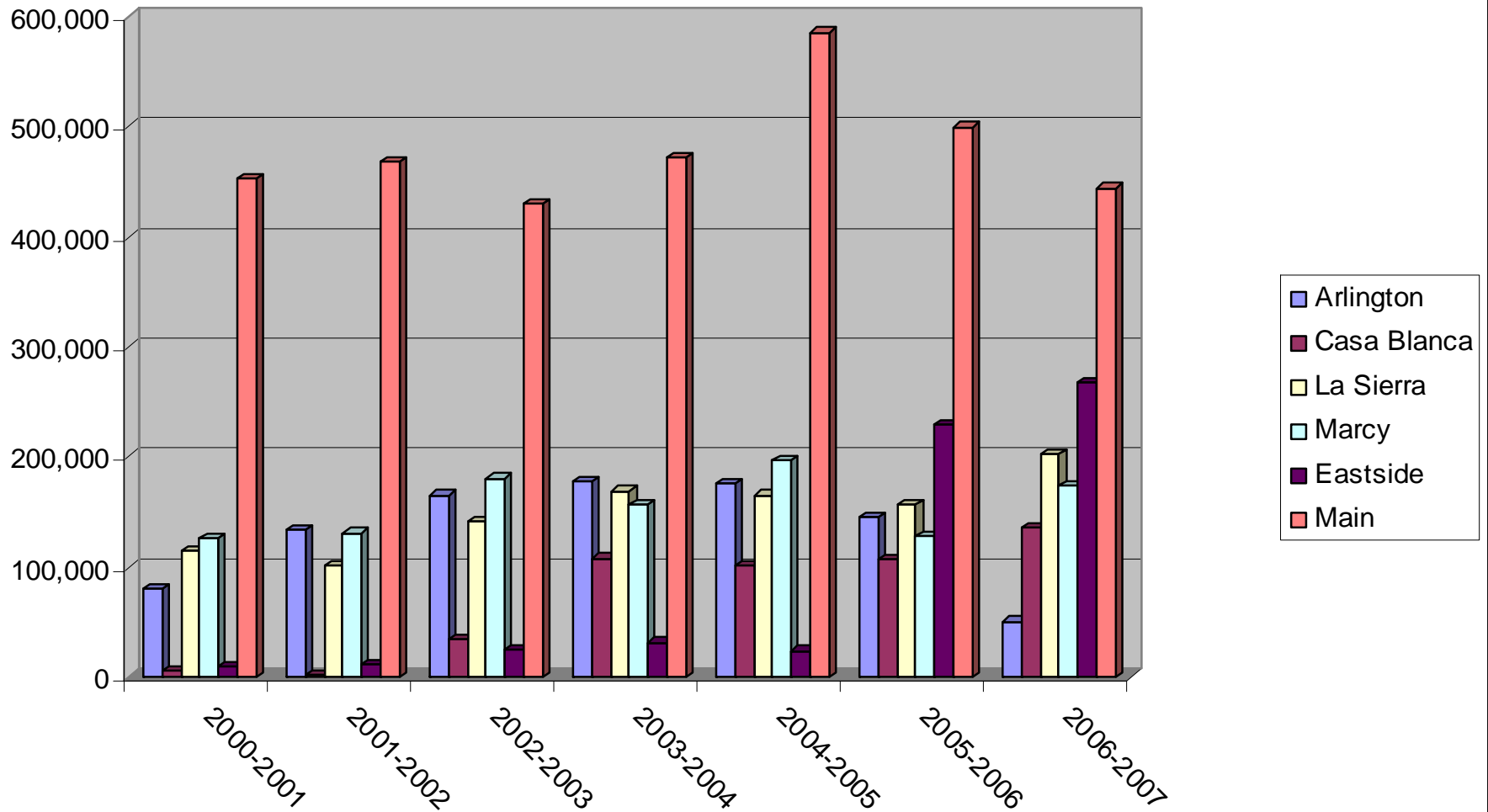
03/24/08

Administration	Total	6,451	12,000	4,700	7832
Library Total		47,092	86,638	57,828	69,720

Riverside Public Library Trend Analysis



Door Count 5 Year Analysis



Benchmarking for Main Libraries, Southern California
 Comparison to Surveyed Agencies (City Council Approved Labor Market)
 for City of Riverside Classification and Compensation Study

<i>Name of Library</i>	<i>Population</i>	<i>Main Library Sq. Ft.</i>	<i>Main Sq. Ft. /Capita</i>	<i>Bran- ches</i>	<i>Branch Sq. Ft.</i>	<i>Total Sq. Ft.</i>	<i>Total SF /Capita</i>	<i>Expendi- tures/ Capita</i>	<i>Annual Circulation</i>	<i>Borrowers</i>	<i>Borrowers/ Capita</i>	<i>Internet Sessions</i>
Long Beach	490,166	135,000	0.28	11	71,240	206,240	0.42	\$25.44	1,467,069	261,537	0.53	305,130
Huntington Beach	201,000	115,000	0.57	4	124,000	239,000	1.19	\$23.25	1,025,813	126,831	0.63	94,316
Glendale	206,308	92,000	0.45	6	66,013	158,013	0.77	\$35.82	1,080,098	191,187	0.93	209,818
Anaheim*	342,410	67,500	0.20	4	62,967	130,467	0.38	\$24.58	1,422,072	141,309	0.41	1,315,523
San Bernardino City	201,823	64,800	0.32	3	16,155	80,955	0.40	\$13.66	455,987	116,901	0.58	101,531
Riverside City**	287,820	61,420	0.21	6	61,235	122,655	0.43	\$27.84***	1,204,337	196,119	0.68	207,196
Ontario (City)	171,113	58,000	0.34	1	14,000	72,000	0.42	\$17.58	759,923	158,265	0.92	88,208
Burbank	106,879	44,680	0.42	2	34,700	79,380	0.74	\$49.42	1,254,286	161,828	1.51	197,993
Oceanside	174,925	37,763	0.22	2	16,054	53,817	0.31	\$25.58	504,956	84,130	0.48	188,879
Riverside Ranks:	3rd	6th	8th	2nd	5th	5th	4th	3rd	4th	2nd	4th	4th

*Anaheim added to comparison based on closer population size to Riverside

**Includes expansions at Arlington and Orange Terrace Branch Libraries

***Includes \$6.21 from Measure C

Source: California Library Statistics 2007 (Fiscal year 2005-2006)

APPENDICES

APPENDIX I	Riverside Branch Facilities (p 19)
APPENDIX II	City of Riverside General Plan 2025 – Pertinent Excerpts (p 20)
APPENDIX III	Riverside Public Library Community Needs Assessment (pp 21 - 27) Public Outreach Godbe Research, 2001
APPENDIX IV	Space Requirements for Local History and Archival Special Collections (p 28)
APPENDIX V	Main Library – Reference Center (pp 29-30)
APPENDIX VI	“Making Cities Stronger: Public Library Contributions to Local Economic Development” – Pertinent Excerpts and Conclusion, from The Urban Libraries’ Council, January 2007 (pp 31-32)
APPENDIX VII	Friends of the Riverside Public Library Book Store Proposal, Main Library (p 33)

APPENDIX I

RIVERSIDE BRANCH FACILITIES

VISIONING RIVERSIDE: A REPORT FROM THE COMMUNITY OCTOBER 2002 (REFERENCED IN GENERAL PLAN 2025)

“Expand and modernize the City’s public library system ensuring that it becomes premier information and learning resource for the entire city easily accessible from all neighborhoods.”

“Establish a library learning center in all city neighborhoods.”

Branch Facilities

- The 10,816 sq. ft. Eastside Library and Cybrary
- The 4,200 sq. ft. Marcy Branch Library built in 1956
- The 11,000 sq. ft. La Sierra Branch Library completely renovated in the winter of 2007
- The historic Arlington Branch Library to be restored and expand to a 12,800 sq. ft. facility by April 2008
- The new 13,640 sq. ft. Orange Terrace Library to be completed by winter 2009
- By 2009 the Riverside Public Library system will have expanded branch facilities to 123,876 sq. ft.
- An Arlanza Library and Cybrary is proposed for 2010¹

Footnote

1. *Square footage numbers as of 2/25/08, see Power Point Presentation 3/24/08 for updated figures*

APPENDIX II
CITY OF RIVERSIDE GENERAL PLAN 2025
(Pertinent Excerpts)

EDUCATION

“Riverside has a wealth of educational resources that serve local residents and the region. Riverside hosts three universities and one college, two school districts, several private schools and a variety of continuing education opportunities (see Figure E-1, Education Facilities).

In addition, Riverside’s unique educational resources include a public library system and municipal museum. Together with several other specialized museums, these agencies compose the Downtown Museums and **Library** Consortium [Now the Riverside Cultural Consortium]. This educational wealth located in one city is found in few communities across the nation.

Riverside must focus on providing greater investments in education but also recognize that this is a community-wide responsibility, requiring partnerships among the school, local government, **libraries**, museums, businesses and parents.”

LIBRARIES

Specific Planning Objective and Policies

Objective ED-5: Ensure that the library system remains a premier information and independent learning resource for the Riverside residents and a complement to formal education.

Policy PF-8.3: Expand development of cybraries.

Policy ED-5.1: Provide ample and convenient library facilities.

Policy ED-5.2: Outreach to the community to assess, select, organize and maintain collections of materials and information sources of value desired by the community.

Policy ED-5.3: Partner with the school districts, universities, colleges and community and child care centers to operate joint-use learning and information resource centers.

Policy ED-5.4: Encourage joint exhibits and functions between the Central Branch [Main Library] of the Riverside Public Library, Riverside Municipal Museum and the Museum of the Mission Inn Foundation.

ARTS AND CULTURE

Policy AC-2.4: Use community facilities (e.g., parks, schools, community centers, churches, senior centers, **libraries**) to increase opportunities for visual and performing arts throughout the City.

CREATING PARTNERSHIPS

Creating effective partnerships among the City, *libraries*, school districts, educational programs, colleges and universities, businesses and the community at large will be an important component of supplying educational resources in Riverside. The benefits of effective partnerships are twofold. One, with limited funding, the joint use of facilities and resources can reduce costs and expand services for both public services and educational facilities. Two, allowing local schools, colleges and universities to play a more central role in community life can help engage parents and give surrounding neighborhoods a stake in education.

APPENDIX III

RIVERSIDE PUBLIC LIBRARY COMMUNITY NEEDS ASSESSMENT PUBLIC OUTREACH Godbe Research, 2001

Outreach Activities

A. Foundational Issues

Several issues perceived by the Board of Trustees, Library staff, patrons, and community stakeholders drove the process of public outreach to identify community needs. While Riverside is one of the oldest public library systems in California, a staff and consultant evaluation of facilities and collections revealed that despite the best efforts of staff and Trustees, library facilities and services were in danger of falling seriously behind both the growth and demands of the community.

1. Age:

The average age of Riverside's four existing libraries is 50 years old. The new Casa Blanca Family Learning Center now under construction is the first new library facility to be built in 25 years. Even so, when it opens it will only boost the average age of Riverside's libraries to 40 years old. Aside from the Main Library, none of Riverside's libraries have upgraded cabling or wiring to allow adequate computer facilities and internet access. And while the Main Library may have been rewired, the restrooms must be upgraded to meet standards for access by disabled persons. Only the Main Library, La Sierra, and Casa Blanca include community meeting space.

2. Space:

Riverside's General Plan calls for a little over half a square foot (.6) of library space per resident, about 156,000 square feet total. After the new Casa Blanca library is built, and including temporary facilities like the Eastside Cybrary, Riverside will have only 55% of what is required by our own General Plan. Orangecrest, Riverside's fastest growing neighborhood has no neighborhood library. While the City has land for a library, there is currently no money available through the City budget for such a large capital project.

3. Collections:

The City of Riverside General Plan calls for 2 volumes per resident and while the public library system meets that standard, half of the books and materials are 20 years old or older. Today's Riverside Public Library is meeting the General Plan standard primarily because of the efforts put into building the collection in the past.

4. Open Hours:

Patron surveys reveal that demand exists for Riverside's libraries to be open 65 hours a week—opening at 10 am. Monday through Saturday and closing at 9 p.m. on weekday evenings, 6 p.m. Friday and Saturday, and open from noon to 5 p.m. on Sundays. Even the Main Library operates at less than 88% of the hours people indicate they want and while it is open late, late hours occur only two days per week until 8 p.m.. None of the other libraries are open Sundays.

B. Existing Conditions

The Riverside Public Library system consists of a Main Library and four neighborhood libraries: Arlington, Marcy, La Sierra, and Casa Blanca. In addition, two temporary facilities exist: the Eastside Cybrary—one of the four best programs of its type nationally for bridging the digital divide in low income neighborhoods—and the Nichols Park Homework Assistance Program, a joint use program with the City of Riverside Park and Recreation Department.

Main Library, completed in 1965, is 61,420 square feet and was designed to hold 300,000 items. Today it holds 150% of that number. Patrons must wait to use a computer in the 10 workstation computer center most hours the Library is open. Often, during afternoons the 10 chair waiting area is full. The restrooms are not wheelchair accessible but plans and funding are in place to upgrade restroom facilities were rotated to correct for position bias. Children account for 40% of borrowing but about 6% of space and 10% of the collection.

Arlington was built in 1909. The Classical Revival building with Mission Revival interior was last renovated in 1996 but at 4,000 square feet is less than 1/3 the size it should be. There are 3 public access computer workstations. The City has purchased a site for a new facility, but has no money to build it.

La Sierra is the newest library, built in 1976. It is very heavily used by children as the area has experience exponential housing growth in the last twenty years. La Sierra is now being expanded to 10,100 square feet. The extra space will go to badly needed children's programming and collections. With this renovation it will be 78% of the size it should be. There are 3 public access computer workstations.

Marcy, built in 1956, is 4,275 square feet. An awning and storage for chairs on the patio was added in 2000 because there was no room inside for children's story time. That is the only renovation in 46 years. There are 2 public access computer workstations.

Casa Blanca Family Learning Center is being funded with redevelopment bonds and is under construction now. It will be 10,000 square feet and a contractor was selected from competitive bids at a price of \$3.1 million to build it. The Riverside Public Library Foundation is running a fundraising campaign to get them.

Orangecrest, Riverside's fastest growing neighborhood and a regional destination for the purchase of affordable housing by young southern California families, has land for a library but no money available from the City budget for such a large capital project.

Eastside Cybrary is the newest of the libraries facilities but is in a pilot program in a temporary store front location. It has been recognized nationally as one of the four best programs of its type. It was grant funded in the beginning and grants still make up 80% of its budget. The Cybrary features 20 workstations used by 2,000 members who have completed training between the ages of 10 and 16. It is the only public library facility in the Eastside. It is seriously overcrowded and has no lending collection.

C. Approach to Public Outreach

Public outreach was conducted to identify specifically those facilities and services wanted most by Riverside residents. Staff created a two-part approach that included both scientific survey research conducted in 1998 and in 2001 to define the issues of primary importance to residents. In January 2002 five well advertised workshop-style public meetings held at locations throughout the city were held to further define those needs by placing the tools in participants' hands to design their own "library of the future."

1. Survey Research

a. 1998 Survey

i. Methodology

In October 1998, the Riverside Public Library conducted a survey using the stratified cluster sample method, to conduct telephone interviews of 600 residents. The statistical margin of error for the study was 2.39% to 3.99%.

Questions asked respondents to rank the importance of library services, to test support for the improvement of library services through a local tax or bond, and to identify priorities for improvements and spending.

ii. Results

Maintaining public library services was more important to residents than preventing local tax increases but less important than improving the quality of public education and preventing crime.

Respondents identified the following (in order) as most important to them:

1. Expanding the collection of permanent books and materials
2. Increasing library hours
3. Improving library programs
4. Expanding the central library
5. Constructing new branch libraries

More specific features identified included (in order):

1. Computer workstations for students
2. Rewiring to improve access to computer technology
3. Improving access to restrooms for the disabled
4. A new children's activity center

Main Library Plan of Service 2007-2025

03/24/08

The most compelling reason for overall improvements was to ensure that the infrastructure was in place to link the library's computers to computer resources at Riverside's four colleges and universities as well as the public school system. Residents indicated a 67% willingness to fund improvements with a local revenue measure.

b. 2001 Survey

i. Methodology

The Riverside Public Library began to move forward to make the desired improvements. As a part of that work, groundwork was laid for a local revenue measure. In addition, Proposition 14 made state funds available. The Library moved forward with an effort to access both sources of improvements and updated the 1998 research with a new survey in 2001.

In February 2002, the Riverside Public Library again conducted a survey using the stratified cluster sample method, to conduct telephone interviews of 400 residents. The statistical margin of error for the study was 4%. Where required, questions were rotated to correct for position bias. Questions again asked respondents to rank the importance of library services, to test support for the improvement of library services through a local tax or bond, and to identify priorities for improvements and spending.

ii. Results

Maintaining public library services again ranked third after reducing crime and improving the quality of public education but ahead of preventing new tax increases.

Compelling arguments for improvements again were:

1. expanding the permanent collection of books and materials (75%)
2. increasing library hours (67%)
3. increasing new library programs and activities (66%)
4. expanding the Main Library (61%)
5. constructing new neighborhood libraries

Compelling reasons for improvements cited were:

1. expanding reading readiness programs for children (85%)
2. improving library access for disabled users (81%)
3. providing adult literacy programs (79%)
4. providing computer instruction for adults (75%)
5. providing computer instruction for children (76%)
6. adding computer workstations (75%)
7. upgrading library technology (74%)
8. providing quiet reading areas (70%)
9. creating a new children's activity center (69%)
10. creating electronic job search resources (67%)

Residents continued to exhibit a willingness to support a local revenue measure to help fund improvements, but at a reduced level from 1998 of 58% at \$19/year for 10 years.

2. Public Workshops

a. Methodology

A series of five public outreach meetings were held throughout Riverside in January of 2002 to ascertain specific needs on a service area by service area basis. Two neighborhoods were not included. The Casa Blanca area has a new 10,000 Family Learning Center currently under construction. This project is the result of an extensive public outreach process in which the community was extremely involved in determining the nature of the facility. The La Sierra area has a 9,000 square foot library currently under renovation to add 1,100 square feet which will permit the creation of a new children's area in response to local area demand. The project will be completed in the summer of 2002.

Residents were invited to the meeting in two ways. All residences within the City of Riverside received a letter from the Library director explaining the reason for the meetings, listing their times and locations and asking residents to attend. Five large advertisements were run in the two and a half weeks prior to the meetings to advise interested residents. Flyers, posters and bookmarks were distributed at all library facilities and in other community locations. Several materials were

translated into Spanish and Spanish language materials and Spanish speakers were available at all meetings. All meetings were held in wheel chair accessible facilities.

Attendees participated in three activities.

They were asked to prioritize from a menu for each of facilities, collections, and programs by marking their preferences on an exhibit displayed at the meeting. After this activity, participants completed a questionnaire which asked them to

- rank factors including nearness, access to technology and collections, and children's programs
- indicate where they wanted changes • say what they liked best and least about the existing system, collections, programs
- identify what they wanted more of

Finally, attendees participated in a facilitated design charrette where they were able to design their own ideal neighborhood library (see attached worksheet) by discussing facilities, collections, and program space and allocating it on an ideal poster-sized floor plan.

b. Results

More than 110 residents signed in at the five workshops.

i. Arlington Meeting:

Identifying Priorities Activity:

Facilities, collections and programs were equally important to Arlington residents. Computer workstations drew the highest ranking among important facilities followed by children's areas and multiple use study/community rooms. Collection priorities were recreational reading followed by children's materials. Homework and children's programs were virtually equaled by the importance of various computer training and adult literacy programs.

Questionnaire Activity: Importance (mean score out of 5):

Above average rankings:

near location (4.3), children's programs (3.7), available books (3.6)

Less than average:

small size (3.0), few available computer workstations (2.7)

Trend for service:

Staying the same (54%), improving (42%), getting worse (4%)

Personal priorities:

1. Preschooler's Programs
2. Information Library
3. Popular Materials

Changes wanted: More hours, space, books, drive by book drop

Liked least: Lack of security

Liked most: Helpful personnel.

More: New books, especially paperbacks

ii Orangecrest Meeting

Identifying Priorities Activity:

Facilities were the most important (43%) to Orangecrest, understandable as they have no neighborhood library. Among desired facilities information and reference were most important followed by computer workstations and children's areas. Information and reference topped the collections list also followed by recreational reading. Learning to use a computer was ranked first among important programs followed by reading readiness and homework assistance.

Main Library Plan of Service 2007-2025

03/24/08

Questionnaire Activity: Importance (mean score out of 5):

Above average rankings:

children's programs(3.3), available books (3.1), periodicals and magazines (3.1)

Less than average:

no local branch (2.3), not enough available computer workstations(2.2)

Trend for service:

Staying the same (50%), improving (41%), getting worse (9%)

Personal priorities:

1. Preschooler's Programs
2. Independent Learning Center
3. Technology Center

Changes wanted: Orangecrest branch, more books and parking at Main Library

Liked least: distant service, parking, restrooms at Main Library

Liked most: personnel.

More: resources, parking, restrooms, computers

iii Eastside Cybrary Meeting

Identifying Priorities Activity:

Programs were most important (46%) to Eastside residents with reading readiness and homework assistance most important. A children's and young adults library were the most important facilities and a virtual library collection with access to online databases and a children's collection were the most important to Eastside participants.

Questionnaire Activity: Importance (mean score out of 5):

Above average rankings:

location (3.8)

Less than average:

size (2.9), books (2.9), magazines/periodicals (2.9), programs (2.9), access to workstations (2.8), audio/video tapes (2.4)

Trend for service:

Staying the same (55%), improving (36%), getting worse (9%)

Personal priorities:

1. Preschooler's Programs
2. Young Adult Services
3. Independent Learning

Changes wanted: bigger, keep up with technology

Liked least: too small, inadequate resources

Liked most: personnel.

More: computers, online databases, hours

iv. Marcy Meeting

Identifying Priorities Activity:

Main Library Plan of Service 2007-2025

03/24/08

Facilities were the most important (42%) with multimedia center, computer work stations, and places to sit and read at the top. Children's books and programs ranked at the top in the collections and programs menus with large print and reference also being priority collections and homework assistance reading readiness, and learning to use a computer the most desired programs.

Questionnaire Activity: Importance (mean score out of 5):

Above average rankings:

location (4.6), children's programs (3.4)

Less than average: availability of books (3.3), periodicals/magazines (2.9), size (2.4), computer work stations (2.2), availability of CDs/videos (1.5)

Trend for service:

Staying the same (23%), improving (71%), getting worse (6%)

Personal priorities:

1. Information Library
2. Technology Center
3. Popular Materials Changes wanted: bigger, more hours

Liked least: aging buildings in system

Liked most: personnel.

More: computers, new books

v. Main Library Meeting

Identifying Priorities Activity: Programs were most important (44%) to Main Library attendees with reading readiness, learning to use a computer, and job search resources ranking highest. A children's library and used bookstore were the most important facilities and children's books, large print books, and a CD/Video collection the most important collections.

Questionnaire Activity: Importance (mean score out of 5):

Above average rankings: location (4.1), children's programs (4.1), available books (3.8), available periodicals (3.7), size (3.6)

Less than average: access to computer work stations (2.9)

Trend for service:

Staying the same (30%), improving (65%), getting worse (5%)

Personal priorities:

1. Children's Library
2. Technology Center
3. Information Library

Changes wanted: more hours, more parking

Liked least: not enough books, parking

Liked most: personnel, collection

More: books, computers, programs

III. Conclusions from Community Needs Assessment Public Outreach

The public outreach portion of the Community Needs assessment for the application of the Riverside Public Library is based
Main Library Plan of Service 2007-2025

03/24/08

both in objective quantitative data and subjective qualitative information gathered in workshop settings. From it we can derive a portrait of a community that appreciates and values its Library service but wants more and is very specific in its demands to see underserved neighborhoods and populations, particularly children, served and existing collections hours and programs expanded.

That point of view is supported by the results of a ballot measure put before the electorate in Riverside on March 5, 2002. Measure C for Riverside's Libraries was proposed as a \$19 per year per parcel tax for a duration of 10 years. The parcel tax method was chosen by the Board of Trustees and the City Council because it would both programmatic and capital expenditures. Measure C passed by 69% affirming the 1998 trend to support a ballot measure and significantly surpassing the public support for library improvements predicted by the 2001 survey.

The platform that Measure C proposed specifically included (see included materials):

- Expanded collections of books and materials
- More open hours
- More reading readiness programs for children
- Support for adult literacy
- Increased computer access and instruction in computer technology for everyone, children and adults
- Improved neighborhood facilities

Proposed capital and non-capital budgeting and programming, including this Proposition 13 application, responds directly to these needs as defined by the Riverside community.

APPENDIX IV

Space Requirements for Local History and Archival Special Collections Prepared by CWA Consultants

Space estimates are based upon the report provided by Dan Lewis under a grant from the California Historic Records Advisory Board of the California State Archives and are limited to archival needs. Reference, stack, and processing space are included. The latter includes space for incoming materials, the storage of archival supplies and staff work space.

Shelving estimates are based upon 15 inch deep archival cantilever shelving units which are 7 shelves high, approximately 8 feet high overall and are arranged back to back whenever possible. Aisle clearance between shelves is based upon 3.75 feet.

REFERENCE AREA 812 sq. ft

The area can accommodate a maximum of 12 researchers, provides for exhibit space, shelving for related material and includes the following:

- 2 8'x3' Researcher tables
- 1 6'x3' work station table
- 1 5'x3' exhibit case
- 12 chairs for researchers
- 2 chairs for staff
- 30 12" deep wall shelves, 36" long (3 five shelf units on two of the walls)
- book carts access and 6' foot aisles between tables and from tables to wall shelving

STACK AREA 1740 sq. ft.

This area is configured with back to back standard shelving units with 15" deep shelves and units which include 7 shelves. The shelves are 36" wide and accommodate ca. 3 linear ft. each. Each back to back section will hold 36 linear ft., if the top shelf is not placed into use.

It will require 21 sections to accommodate the ca. 750 linear ft. of archival material identified in the report. These could be configured in three rows of seven sections each with a 45" aisle between the 15" deep shelves. Additional 45" aisles would be needed at the end of the rows.

Given the near capacity of current storage facilities and the need to plan for future acquisitions, as described in the report, it was recommended that the existing storage space be doubled. The estimate above is for space to accommodate both the present and future archival needs of the library.

PROCESSING AREA 3480 sq. ft

This area includes work space for staff, storage for incoming unprocessed materials and storage for archival supplies. The Lewis report recommends this space be twice that of the stack area.

Note: Compact shelving vendors such as Spacesaver advertise they can reduce the storage area by 50%. Such a reduction should not impact the need for space in the Processing Area, as the quantity of material being processed does not change.

VAULT AREA 273 sq. ft

This area is reserved for material of particular importance which needs additional security. It includes a row of 4 back to back 15" deep shelving sections with 48" aisles on either side and 3 single shelving units placed against the wall. A small work table is also included.

TOTAL SPACE REQUIRED 6305 sq. ft

APPENDIX V

MAIN LIBRARY -- REFERENCE CENTER

When the Riverside Public Library was established, there were no institutions of higher learning in the region. Serving the affluent and well education community of Riverside necessitate a library that could help fill that void. From its earliest days, especially under the leadership of Joseph Daniels, RPL established itself a premier reference library.

Now in a community of three universities and a community college, the Riverside Public Library remains the primary reference library for the out of school public and numerous "home schooled" children.

The Riverside Main Library has long maintained the reputation among surrounding library communities as having the most complete reference collection in the Inland area; the strongest between Los Angeles and Phoenix. Customers often comment on the excellence of the reference collection at the Main Library. The print reference collection at the Main Library reflects a wide breadth and scope of authoritative and respected resources that are heavily used by library clientele. The Main Library places major emphasis on the provision of information in print format as well as in electronic format. These two formats of information both have their strengths and weaknesses and are complementary to each other. A strong print reference collection supports an extensive and in-depth reference service to its customers as well as serving the Riverside community as a whole, including acting as a resource for branch libraries. While the branch libraries serve basic information needs of their neighborhoods with a core of reference materials, they do not offer the in-depth sources and special collections of the Main Library. Books are an important complement to electronics resources and remain crucial components of information because of their completeness, accuracy, permanent accessibility, ease of use, browsability and in-depth nature. A large part of the clientele served include high school, college and distance-learning students who are required to utilize both electronic and print resources to complete their assignments. Many customers are uncomfortable using electronic resources and state a definite preference for using print materials.

Reference Materials in the collection include almanacs, dictionaries, (English language, foreign language and subject dictionaries), general encyclopedias, specific subject encyclopedias with strong subject content, handbooks, guidebooks, bibliographies, basic texts with high reference value, statistical/table compilations, biographical sources, manuals, yearbooks, atlases, loose-leaf services, indexes and guides to research.

Electronic databases are far more expensive than print resources, and they fluctuate in price. During lean economic years for libraries -- the seven years of famine, if you will -- print resources prove invaluable. It is risky, too, to give database companies the economic advantage. Fewer printed resources undoubtedly increases a library's dependence on electronic resources, and what's to prevent database companies from driving their prices up in turn?

Special strengths of the Main Library print reference collection include materials which are heavily used by customers in the following subject areas:

- Antiques and Collectibles---Heavily used price guides in a large variety of collectible areas including such diverse areas as coins, comic books, stamps, art work , political and war memorabilia , sports cards, and toys. Printed resources includes such sources as Davenport's Art Reference and Price Guide.
- Art---Art dictionaries and encyclopedias such as the Grove Dictionary of Art and Artists, directories of biographical information on artists, beautifully illustrated art books featuring reproductions of art and sculpture in a large variety of genres and time periods
- Automobile Repair Manuals---the library has repair manuals dating back to 1912 and include coverage of manuals published by companies such as Chilton, Motors and Mitchell. These manuals are heavily used by customers. The Alldata automobile database has coverage only from 1982 to the present and many customers prefer to use the reference print sources.
- Business---local, state and national business directories, guides to business information, sources of industry analysis such as Standard & Poor's Industry Survey, sources of insurance information such as Best's Insurance Report, guides to investment information such as Value Line Investment and Morningstar Mutual Funds.

- **Careers/Grants/ Scholarships Resources**---Heavily used materials include the Encyclopedia of Careers and Vocational Guidance and the Occupational Outlook Handbook. The library is a cooperating member of the Foundation Center and maintains a collection of its core grants sources in print. Resources include job hunting, cover letter, resume, and interviewing books as well as a variety of titles to assist in obtaining scholarships.
- **Criminal Justice**---The reference collection contains materials that are heavily used and difficult to maintain in the circulating collection. They are related to the topics of crime, juvenile delinquency, the criminal justice system, and penology, criminal law and procedure and forensic science. Included are such resources as the Encyclopedia of Crime and Punishment, Encyclopedia of American Crime, and current and retrospective holdings of the Uniform Crime Reports.
- **Health and Medical**---Medical reference titles are among the library's most used materials. The library maintains authoritative and up-to-date medical resources such as medical dictionaries and encyclopedias, prescription drug sources, medical textbooks, guides to diagnosis and treatment of diseases such as Current Medical Diagnosis and Treatment, medical directories such as The Official ABMS Directory of Board Certified Medical Specialists and America's Top Doctors and alternative health reference materials such as Gale Encyclopedia of Alternative Medicine.
- **Historical/Retrospective Materials**---Sources of historical statistical data, copies of historical documents with primary sources heavily used by students featured in such sources as American Historical Documents and historical biographical directories such as Gale Encyclopedia of World Biography. The library has a comprehensive collection of historical resources on a variety of time periods and ethnic groups such as The Handbook of North American Indians.
- **Legal**---California and Federal Codes and Statutes, legal self-help reference materials, case law, legal encyclopedias such as West's Encyclopedia of American Law and legal dictionaries such as Black's Law Dictionary. Biographical directories such as Martindale-Hubbell Law Directory. Building, plumbing and electrical codes are especially heavily used.
- **Language Resources**---General English language and foreign language dictionaries, etymological resources such as the Oxford English Dictionary, rhyming dictionaries, thesauri, English usage handbooks, slang dictionaries, abbreviations dictionaries, sign language dictionaries,
- **Literary Resources**---The complete collection of the heavily used Contemporary Literary Criticism series as well as a variety of other literary criticism reference materials. There are many useful reference handbooks of quotations and poetry in the collection.
- **Maps**---Maps are available in abundance on the Internet, but many customers prefer using printed atlases and maps of local and distant areas. A collection of general and specialized atlases are available with the latest editions of most major atlases and gazetteers such as the Columbia Gazetteer of the World.
- **Occult**---Reference materials on materials that are heavily used but difficult to maintain in the circulating collection such as witchcraft, astrology, palmistry, tarot, magic, spiritualism, and numerology.
- **Religious**---Dictionaries and encyclopedias of religion including specific religions and denominations, biographical dictionaries of saints and other religious figures, concordances, sacred texts such as the Bible, the Qur'an, and the Torah.
- **Science**---A large variety of dictionaries and encyclopedias such as the McGraw-Hill Encyclopedia of Science and Technology and specialized sources in scientific disciplines such as biology, botany, microbiology, chemistry, physics, astronomy. Biographical encyclopedias of inventors and scientists.
- **Test Books**---The Main Library has a complete collection of Civil Service Test books and educational test books such as GED that are heavily used and are difficult to maintain in the circulating collection

Nicholas Basbanes writes in his brilliant book, *A Splendor of Letters: The Permanence of Books in an Impermanent World*: "It's wrong to imagine a fight to the death between the printed book and the electronic book" (p. 297).

Appendix VI

Making Cities Stronger: PUBLIC LIBRARY CONTRIBUTIONS TO LOCAL ECONOMIC DEVELOPMENT From the Urban Libraries Council, January 2007

A TRUSTED PUBLIC PLACE

Few community services enjoy the type of public support that is generally given to public libraries. In a recent national survey conducted by Public Agenda, people were more likely to rate library service as excellent or good than the service they receive from their local police department, public schools or their local media (PA 2006). In a national public opinion survey conducted for the American Library Association, over 90% of the total respondents said they believe libraries are places of opportunity for education, self-help, and offer free access to all (KRS Research Associates 2002).

About this Report

This report indicates that public libraries today are deeply involved with people, technology, and quality of life. Public libraries have tremendous reach geographically and virtually. Within the U.S. there are over 9,000 public libraries providing services in over 16,000 branch facilities and through the Web. Nearly every one of these locally-funded organizations offers collections and programs that support early literacy, workforce readiness and small businesses. As such, they are an important and dynamic part of the community's learning infrastructure which supports local economic development.

This study finds that the return on investment in public libraries not only benefits individuals, but also strengthens community capacity to address urgent issues related to economic development. Public libraries are increasingly finding their "fit" in the formal and informal network of agencies, corporations, nonprofits, and community organizations working together to elevate levels of education and economic potential, making cities stronger.

Excerpts from the Conclusions

ABOUT PUBLIC LIBRARY CONTRIBUTIONS

With over 16,000 branches in over 9,000 systems across the country, public libraries are among the most widely distributed public services available to Americans. This report highlights some of the ways in which public library resources and services contribute to individual, family, and community economic vitality. The report shows that libraries are positioned to support the expansion of technology skills, continuous learning, critical research, and local-to-global networks of information that are the fuel of economies today.

Public libraries are logical partners for local economic development initiatives that focus on people and quality of life. They provide a broad range of information services to diverse constituencies. They are part of formal and informal community networks and initiatives that support education, jobs and careers, business and cultural activity, and civic pride. Library resources, services and facilities leverage and expand other local agencies' capacity and expertise.

Public libraries are unique, open institutions, where people have access to information, technology and training on an as-needed basis. With digital information and greater outreach, libraries are transforming the way they interact with the public. They are becoming much more proactive and collaborative, contributing in a variety of ways to stronger local economic development conditions.

Early Literacy services are a key foundation for long term economic success. Given strong and growing evidence that investments in early literacy yield a high return and compound over time, public libraries are expanding their traditional role in early literacy, engaging in high impact strategies with community partners. They are leading public awareness campaigns, reaching new mothers with materials and resources that promote reading early and often. Extensive early literacy training with home and professional child care givers is helping to raise levels of school readiness and success. Public libraries are reaching many young children and families in diverse neighborhoods across the country. These services are the first link in a chain of investments needed to build an educated, competitive workforce.

Library employment and career services are preparing workers with new technologies. With an array of public computers, Internet access, and training, public libraries are a first point of entry for many new technology users. Over ninety percent of public libraries regularly offer training to use and build technology skills. New library job and career service

models are mobile and adaptable, providing value to both job seekers and employers. Increasingly, libraries are working with local partners to better understand local workforce trends and to have a greater community-wide impact on workforce readiness and “retooling” in an era of rapid and transformative change.

Small business resources and programs are lowering barriers to market entry. One of the biggest traditional barriers to small business has been access to current data on products, suppliers, financing sources, and competitors. Public libraries are the source for new online business databases that reach entrepreneurs around the clock. Additionally, libraries are offering an increasing variety of business development workshops conducted with agencies and corporate partners. These resources and programs are reducing market entry costs for start-up businesses, and strengthening the important local sector of small and micro enterprises. Libraries are in the vanguard, trying new business development strategies. In Brooklyn, seed money is awarded to promising new ventures. In Phoenix (AZ), the public library is part of a statewide network of business, economic development and library professionals who are seeking to expand and diversify the economic base by promoting synergy among clusters of enterprises.

Public library buildings are catalysts for physical development. Libraries are frequented local destinations. Researchers for this study repeatedly found that public libraries are highly regarded, and are seen as contributing to stability, safety and quality of life in neighborhoods. Among private sector developers of malls, commercial corridors, mixed-use developments and joint-use facilities, libraries are gaining recognition for other qualities – their ability to attract tremendous foot traffic, provide long-term tenancy, and complement neighboring retail and cultural destinations. Making Cities Stronger adds to the body of research pointing to a shift in the role of public libraries – from passive places for recreational reading and research to active agents for local economic development. Libraries are helping to raise levels of literacy, digital dexterity, and entrepreneurial activity in communities, working collaboratively within local, regional and state networks. Rather than succumbing to obsolescence with the advent of new information technologies, the basic business of public libraries is being recast.

Appendix VII

FRIENDS OF THE RIVERSIDE PUBLIC LIBRARY Book Store Proposal, Main Library

The main Riverside Public Library is critical to the intellectual and cultural life of our community. It is the goal of the Friends of the Riverside Public Library to help our Library secure the resources it needs to provide the best possible services to our community. The primary means of achieving that goal is through the sale of books, magazines, CD's, DVD's and other items donated to the Library. A list of equipment and programs funded all or in part by the Friends is attached.

The Friends currently operate a small book sale area in the lobby of the main Library. This sales area is responsible for annually raising over \$55,000 for the Library through the sale of donated items. The planned renovation and expansion of the main Library offers an opportunity for the creation of a Friends Book Store, a larger venue than we currently have, and one that will enable the Friends to increase the amount of money it raises for the Library.

Several Friends members embarked upon a fact-finding mission to learn about library book stores. They accomplished this by visiting such facilities in Riverside County, San Bernardino County and Los Angeles County. They visited the Corona Public Library, Temecula city and county libraries, Rancho Mirage, Rancho Cucamonga and Smiley Library and the new Santa Monica Public Library. The volunteers who staff these book stores were generous in sharing their time, experience and knowledge of book store operations. The most significant fact learned from this effort was that the larger the sales area and the more books, magazines, etc. available for sale, the more money raised in support of the library.

As a result of this research, we have learned what works and what doesn't work, and have practical suggestions to offer the planning of this new space. We propose that space of approximately 1,000 square feet be set aside in a prominent location in the newly renovated main Library for a book store. We also request a nearby space of roughly 200 square feet for a workroom in which to process donations. We envision a book store that combines the best features of the library book stores visited by the Friends. It will be comfortable, inviting and to the extent possible, resembling a well designed retail book store. We will continue to offer items for sale at a wide range of prices so that all customers will feel comfortable shopping in their Library's book store.

The main Library is a landmark Riverside institution, one that will be made even stronger by its participation in the Riverside Renaissance Initiative. The inclusion of a first-class book store on the premises can only serve to enhance its image as forward looking, dynamic and with the able assistance of its Friends group, creative, innovative and yes, modestly entrepreneurial.

History

"Riverside Public Library was established in 1888 and the first library building was opened to the public July 31, 1902, funded in part by a grant of \$20,000 from Andrew Carnegie. It was located on the corner of Orange and Seventh Street. A children's room was created as part of an addition completed in 1909 partially funded by another Carnegie Grant.

Library Director Joseph Francis Daniels established the Library Service School in 1912. Ethan Allen Chase created the Library's first trust fund in 1912. In 1917 Riverside voters defeated a \$40,000 bond issue and caused the loss of matching funds from the Carnegie Foundation to expand the library and the Library Service School. In 1920 the City Council appropriated \$30,000 to purchase adjacent houses for the School in return for \$25,000 from the Carnegie Foundation for a new reference wing.

A bond issue for \$1.7 million dollars to build a new library building was passed by 69% of Riverside's voters in 1961, after having been defeated six months earlier. The new library designed by Riverside architectural firm of Moise, Harback and Hewlett, was dedicated in 1965."

Riverside Public Library, Conceptual Building Program, December 2005, by Bill Sannwald